

HEALTH & SAFETY

PROTOCOLS





IN RESPONSE TO CURRENT CIRCUMSTANCES SURROUNDING THE COVID-19 PANDEMIC, WE FOLLOW THE GUIDELINES AND THE PROTOCOLS FROM WHO AND THE GREEK GOVERNMENT SO AS TO KEEP OUR HIGH STANDARDS OF CLEANLINESS AND LUXURY SERVICE.

GENERAL PRINCIPLES:



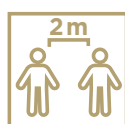
Health First Certification, posted in a prominent place at the reception desk which proves that the hotel complies with the health content protocols.



Sanitizing gel at the reception, restaurant and swimming pool.



Optimized procedures to minimize contact with common objects at reception.



Systematic chlorination of pools with disinfected products. The arrangement of sunbeds is placed at least 2 meters apart in each direction.



Extensive cleaning of the elevator.



Doctor on call 24/07 basis and PCR TEST available if needed.



Intensification of cleaning and disinfection frequency, adding points that are touched frequently, reception, restaurant and bar areas are included.



Intensification of cleaning and disinfection in ventilation and air conditioning filters.



CHECK IN / CHECK OUT

SIMPLIFIED CHECK IN / CHECK OUT PROCEDURES WHILE MAINTAINING SOCIAL DISTANCING.



ALL CARDS AND PENS ARE STERILIZED BEFORE BEING HANDED OVER TO THE GUESTS.



FACEMASKS, IF REQUESTED, ARE PROVIDED TO THE GUESTS FREE OF CHARGE.



ALL BED LINEN AND TOWELS ARE WASHED AT A HIGH TEMPERATURE IN ACCORDANCE WITH NPHO GUIDELINES



ROOMS

According to National Public Health Organizations instructions and in case the Management deems necessary, an extension of the duration between check-out and check-in time applies, to ensure that the room is thoroughly cleaned, disinfected and sterilized by special equipment, as well as that adequate natural ventilation of the space is followed.

All protocols are followed while cleaning the rooms to ensure a covid free environment.

Cleaning services in a room inhabited by a confirmed covid-19 case are prohibited



PERSONNEL/ GUESTS

Temperature of each staff member is measured each day during arrival at the hotel.

List with diagnostic clinics to perform a rapid test or molecular test on the guests upon request. Charge according to the clinic.

Maintain social distancing / wash hands / do not touch mouth and face.

Use of contactless transactions when possible.

POS sanitized after each use.

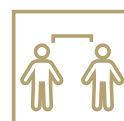
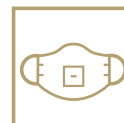
Hotel is equipped with full medical kits on hand to deal with a potential Covid case.

Mobile application allows facilities such as: Online check in, registration, in house facilities, information on restaurants & menus, concierge facilities, transfers, payment method and check out procedures.

Staff and third parties are informed and encouraged to comply with good personal and respiratory hygiene practices (hand washing - cleaning, nose and mouth covering during coughing or sneezing, etc.).

A program of rolling staff arrivals and departures has been implemented to avoid congestion and to ensure social distancing.

Employees and guests are urged to use stairs and avoid using elevators, where possible.





RESTAURANT

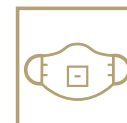
EXTRA SPACE BETWEEN TABLES AT THE RESTAURANT.

ROOM SERVICE FOR BREAKFAST TO MINIMIZE THE RISK OF THE RESTAURANT GETTING CROWDED.

HIGH STANDARDS OF FOOD SAFETY AND HYGIENE IN ACCORDANCE WITH HACCP REGULATIONS.

MENUS ARE DISINFECTED.

CONTRACTORS AND SUPPLIERS OF GOODS AND SERVICES FOLLOW SIMILAR HEALTH & SAFETY MEASURES.



COVID 19 POSITIVE CASES

In the event of a positive case at a hotel, the facility's Manager is informed and the visitor is advised to self-isolate in his/her room

The affected individual is provided with a mask and the local doctor is called to assess

If a patient needs hospitalization, they will be transported by ambulance or any other means necessary to the nearest health center

The National Public Health Organization (EODY) will also be informed of the incident by the hotel's Manager

